

**FINAL RECOMMENDATION SUMMARY FORM**

**WORKGROUP: VOUCHER STRATEGIES& PROCESS**

<b>STRATEGIC ISSUE:</b>		
1. Serve those most in need with fewer resources.		
<b>FINAL RECOMMENDATION (S):</b>	<b>ACTION STEPS needed for follow up and implementation:</b>	<b>WHO must be involved in follow-up and implementation:</b>
<p>1. Serve those most in need with fewer resources by setting 90% of new admissions adjusted income at or below 100 % of Federal Poverty Level and 10% of new admissions adjusted income at or below 120% of poverty level.</p> <p>The Voucher Process Strategy Team acknowledges and embraces the intent to serve individuals and families most in need as a desired result. With that in mind, strictly using the poverty level standard is too rigid and will deny families that are also in need, or as needy particularly in urban and higher-cost areas of the state.</p>	<p>1. Evaluate impact on existing waiting list 2. Amend policy and income charts 3. Review performance factors of Housing Agents for measurements and incentive pay</p>	<p>1. MSHDA Office of Existing Housing Policy Team 2. Housing Agents 3. MSHDA, OEH Resource Specialists 4. Lead person: Jackie Blankenship</p>
<p>2. Accelerated expansion of the Homeless Preference Pilot is recommended incorporating the Housing First model to reach statewide over the next five years. In an ongoing effort to reach the poorest members of</p>	<p>1. Define a strong Continuum of Care 2. Build capacity of Continua of Care bodies by identifying model programs 3. Continue to solicit feedback from Continua of Care 4. Study and Utilize the Housing First</p>	<p>1.Homeless Preference Pilot workgroup: A partnership between the Office of Existing Housing and Office of Supportive Housing Lead by: Sally Harrison and Chris Collette</p>

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<p>our communities, OEH welcomes partnerships and will continue to work with the Office of Supportive Housing and a focus on Housing First model and special housing developments.</p> <p>3. Develop formal systems integration strategies between MSHDA and mainstream community resources including Family Self-Sufficiency, Work First, Individual Development Accounts, LINKS financial management and homebuyer educators, and others as identified to promote and provide economic and educational opportunities resulting in increased self-sufficiency.</p> <p>4. Administer the Housing Choice Voucher with a blended management approach to voucher offerings and marketing, establishing relationships with local Continuum of Care, service providers, affordable housing programs, and nonprofit housing agencies.</p> <p>5. A user-friendly landlord presentation was developed and will be available via web, and disc with the objective of improved communication and partnering.</p>	<p>Initiative and best practices</p> <p>5. Evaluate progress of the initial Homeless preference pilot and build on what works</p> <p>1. Identify access to job placement and training services statewide</p> <p>2. Promote participation in FSS and other asset-building strategies, jobs and education programs available</p> <p>3. Examine what should be included in Housing Agent Briefings</p> <p>4. Continue participation on Counseling Services Team</p> <p>1. Review Housing Agent Performance Factors</p> <p>2. Strengthen relationships with Housing Agents, Landlords, C of C providers, service providers through education, training and communication and seeing them as partners</p> <p>1. Develop tools for feedback</p> <p>2. Present the training and materials</p> <p>3. Initiate local level landlord briefings in conjunction with the city</p> <p>4. Facilitate forum with other PHA's – let's do this together</p> <p>5. Ask HUD for videos of tenant and landlord briefings</p> <p>6. Provide education on Fair Housing</p> <p>7. Contact the Dept of Community Health for lead paint training information and</p>	<p>1. MSHDA OEH FSS and HO staff and Chris Collette</p> <p>2. IDA administrators</p> <p>3. FSS Participating Community Collaborative(s)</p> <p>4. LINKS staff and partners</p> <p>1. OEH Resource Specialists will take the lead</p> <p>1. Merle Ann Besonen, web coordinator</p> <p>2. Resource Specialists</p> <p>3. Landlords</p> <p>4. Housing Agents</p>
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<p>6. Going paperless and utilizing technology and tools including software, hand-helds, and a housing locator will achieve the highest efficiencies and disaster prevention. A work group will be formed to research and develop a plan of action to go paperless. The group will identify short-term and long-term strategies.</p> <p>7. Fully utilize the MSHDA website, Office of Existing Housing Program page, to be informational, educational, and user-friendly to those seeking rental assistance information.</p>	<p>resources</p> <ol style="list-style-type: none"><li>1. A Process Improvement Team will be implemented to further study and implement best practices</li><li>2. Study the Massachusetts model</li><li>3. Identify legal and HUD considerations</li></ol> <ol style="list-style-type: none"><li>1. Continue to meet with the Business Analyst for OEH to determine best ways to enhance the OEH and MSHDA website with focus on external customer friendliness</li><li>2. Participate in the development of the Housing Locator</li><li>3. Study Housing Locator Models and PHA websites across the country</li></ol>	<ol style="list-style-type: none"><li>1. Process Improvement Team</li></ol>          <ol style="list-style-type: none"><li>1. Merle Ann Besonen</li><li>2. MSHDA Housing Locator Team</li></ol>
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#### **CHALLENGES associated with follow-up and implementation:**

1. Identification of the intended and unintended consequences of lowering the HCV admission eligibility income, which will reduce the number of those served.
2. HUD support and ramifications of going paperless.
3. Strengthened capacity of FSS Resource Coordinators on a limited budget.